

Patient reader group - Feedback Report

Brief

A request was made for patients to feedback on a document that has been developed to help provide guidance for the patient reader group. The reader group is a valuable engagement tool that the CCG can make use of and the guidance has been developed to help ensure that the reader group continues to function effectively. The guidance is designed for both staff and patients. For staff it helps them think about the document they are asking for feedback on and the context of how the document was created. For patients there is more structure for the feedback they can provide and it allows patients to consider different aspects of the document when they are evaluating it. The patient reader group was contacted, asking for their input on this guidance.

Patients were sent the draft guidance and covering email which outlined the purpose of the document and what we were looking for. They were asked to comment on the guidance from a patient perspective, looking at formatting, how easy it was to read, whether anything was missing and how suitable it is for other people in the community. The email was sent to NHS Leeds West CCG Patient Network members who are signed up to participate in the reader group work. We received **five** responses.

Responses

1	<p><u>Feedback:</u></p> <ul style="list-style-type: none"> • The guidance document is clear and easy to use. I am sure most will find it helpful.
2	<p><u>Feedback:</u></p> <ul style="list-style-type: none"> • In the first line 'involving patients in the development of patient information is not a legal requirement' [Suggests to the Patient total rejection - it is like saying we want your involvement but we are under no obligation to ask you for it. This line in itself is not a good line to open with and can be interpreted as tokenism. <ul style="list-style-type: none"> ○ Maybe something along the lines of: <p><i>“Patients, carers and service users your opinion matters to us. Evidence suggests that involvement helps us to produce more effective literature. Real progress has been made in many areas of expertise since the NHS and Community Care Act started involving public and patients in their work.”</i></p> <ul style="list-style-type: none"> • I also feel that we should be using the words “carer” and “service user” as well as

	<p>“patients”. All of us are involved in our own care and that of our loved ones. Or use “patient and public involvement” [PIP].</p>
3	<p><u>Feedback:</u></p> <ul style="list-style-type: none"> I think there should be reference to patient involvement in research and in-house education.
4	<p><u>Feedback:</u></p> <ul style="list-style-type: none"> I think all the questions could be shortened and simpler by using correct grammar. The patient reader could be put off by too many questions. I think the questions should follow this order: <ul style="list-style-type: none"> 1. Questions for Staff: <ul style="list-style-type: none"> What type of resource is it? Why has the resource been commissioned? Were patients involved in the preparation of this resource? 2. Questions for Patient Reader Group, Initial Impressions: <ul style="list-style-type: none"> Is it clear for whom the leaflet is intended? What is the reason for the leaflet? Is the design eye catching? Would you pick it up if you saw it in a GP surgery? Content: <ul style="list-style-type: none"> Are the sentences simple and easy to understand? (The rest of the questions are ok).
5	<p><u>Feedback:</u></p> <ul style="list-style-type: none"> In the introduction create a space between “we want to involve patients are every part (spelling) of the process” and the bullet points. “Resource” is a bit of a jargon word, why not “document” or “leaflet”? In the introduction bullet points pick either “our” or “your” in the 1st and 3rd bullet point, not both. Question 1a, there are two different questions, so why the brackets? Question 1b, saying the same thing twice. Initial Impressions - Question 1 – “it is clear from the title who the leaflet is aimed at...” Content – Question 4 – “are there any errors in spelling, accuracy or grammar?” Content – Question 5 – Inaccurate grammar; “reader” (singular) and “they” (plural). Layout – Question 3 – “What do you think of the images/photos used, are they appropriate?” More space needed for “other comments”. One of the great problems for people whose writing is normally for the purpose of reports etc. is that they don’t consider the readers feelings when he/she reads the piece. It can therefore sound cold and impersonal and not sympathetic. So it’s a good idea to include a question which asks the reviewer to assess this.

Key Points for Consideration

- **Language used (is it easy to understand?):**
 - Consider rewording introduction (see 2).
 - Use “patient & public involvement” or “patients, carers and service users” to refer to everyone covered by the “patient” word.
 - Check wording of some of the questions, some might benefit from rewording.
 - Check for spelling/grammar/formatting issues.
 - More space for “other comments”.
 - Consider use of the word “resource”.

- **Is there any information missing?**
 - Consider referring to patient involvement in research and in-house education as well as patient literature.
 - Consider additional question which asks the reader about their feelings when they read the piece.

- **Is it suitable for other people in our community?**
 - No feedback on this question.

Report completed by:
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